

Maricopa County

Customer Satisfaction Survey

General Population 2001



Conducted by Maricopa County Office of Research & Reporting

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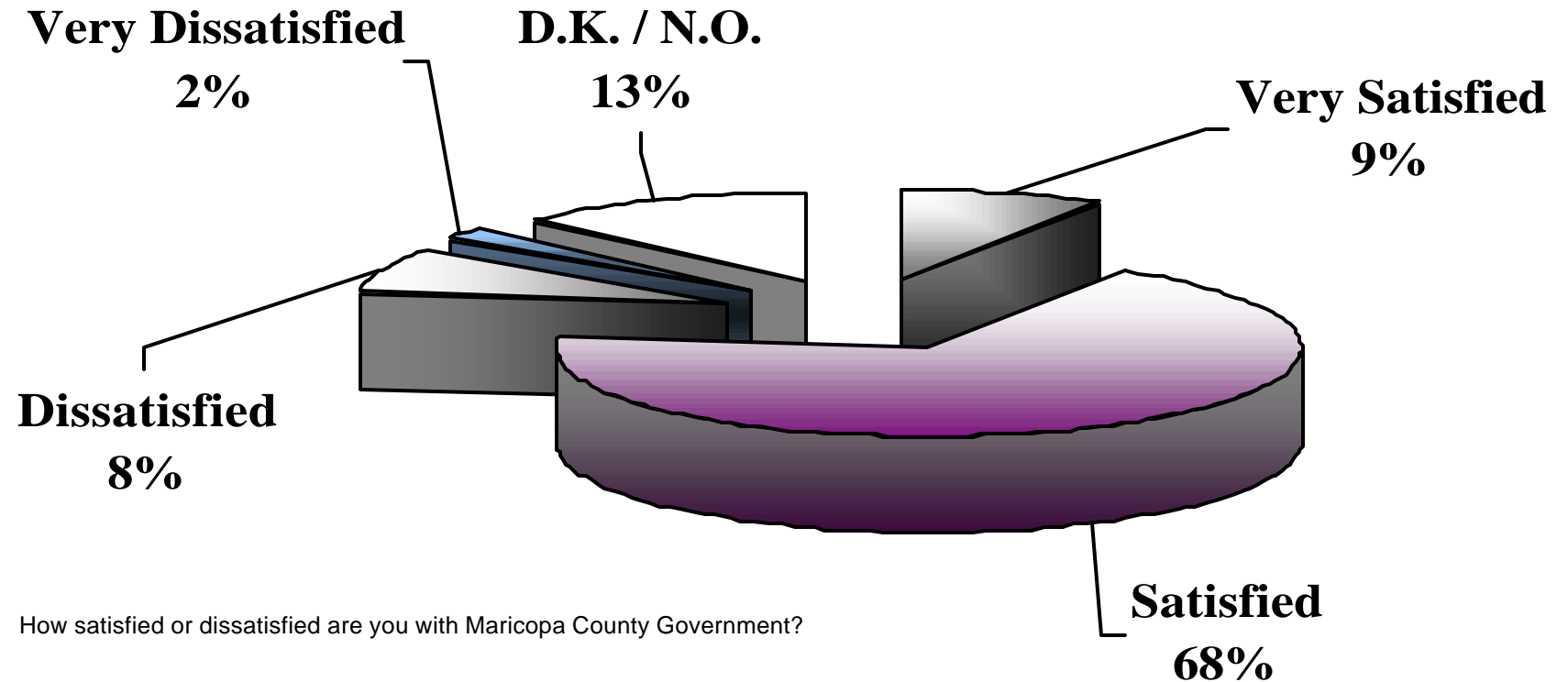
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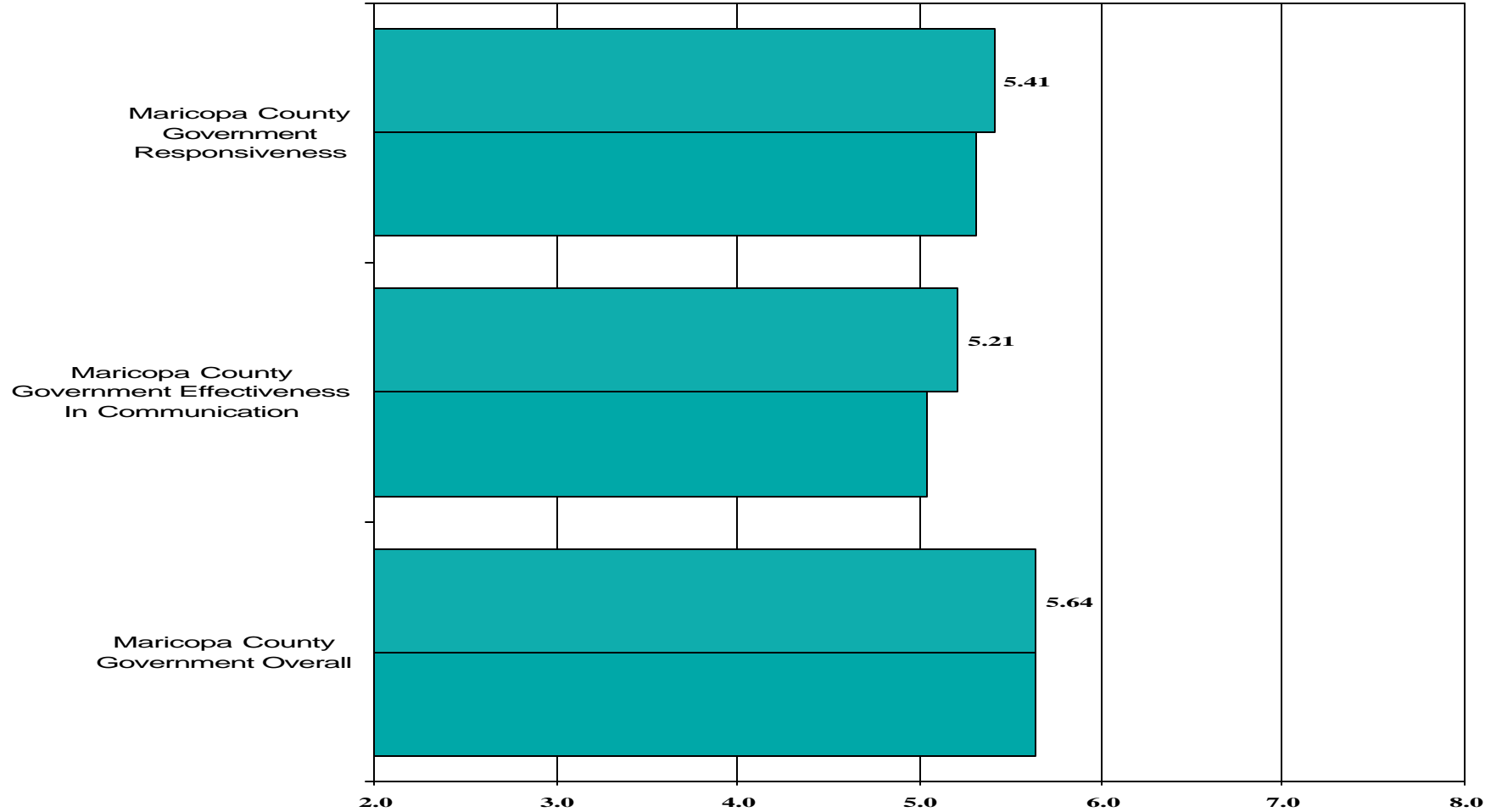
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Satisfaction With County Government



Mean Rating Scores



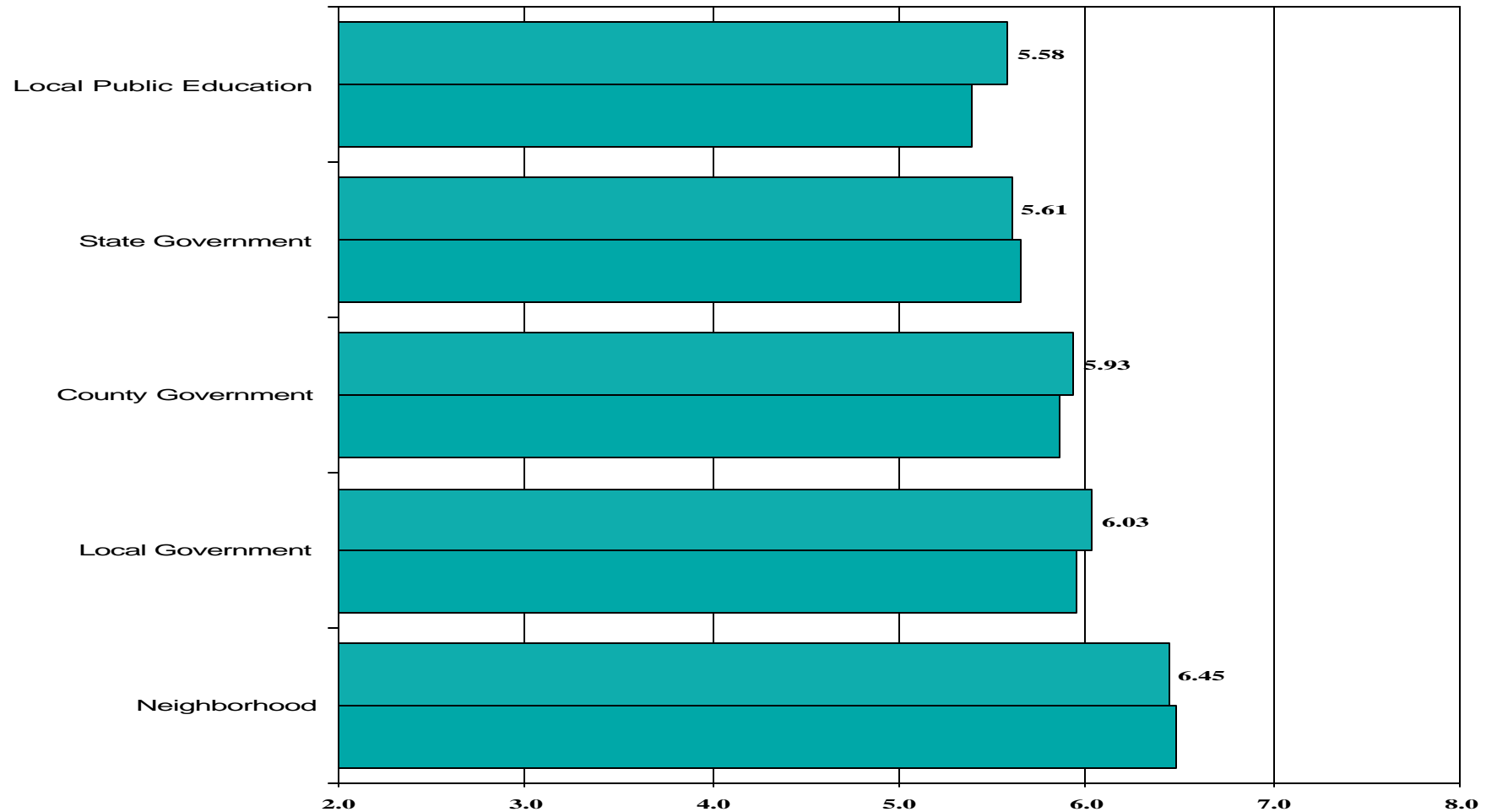
Excellent=8 ,Good=6, Fair=5

Poor=4, Very Poor=2

2000 2001

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Mean Satisfaction Scores



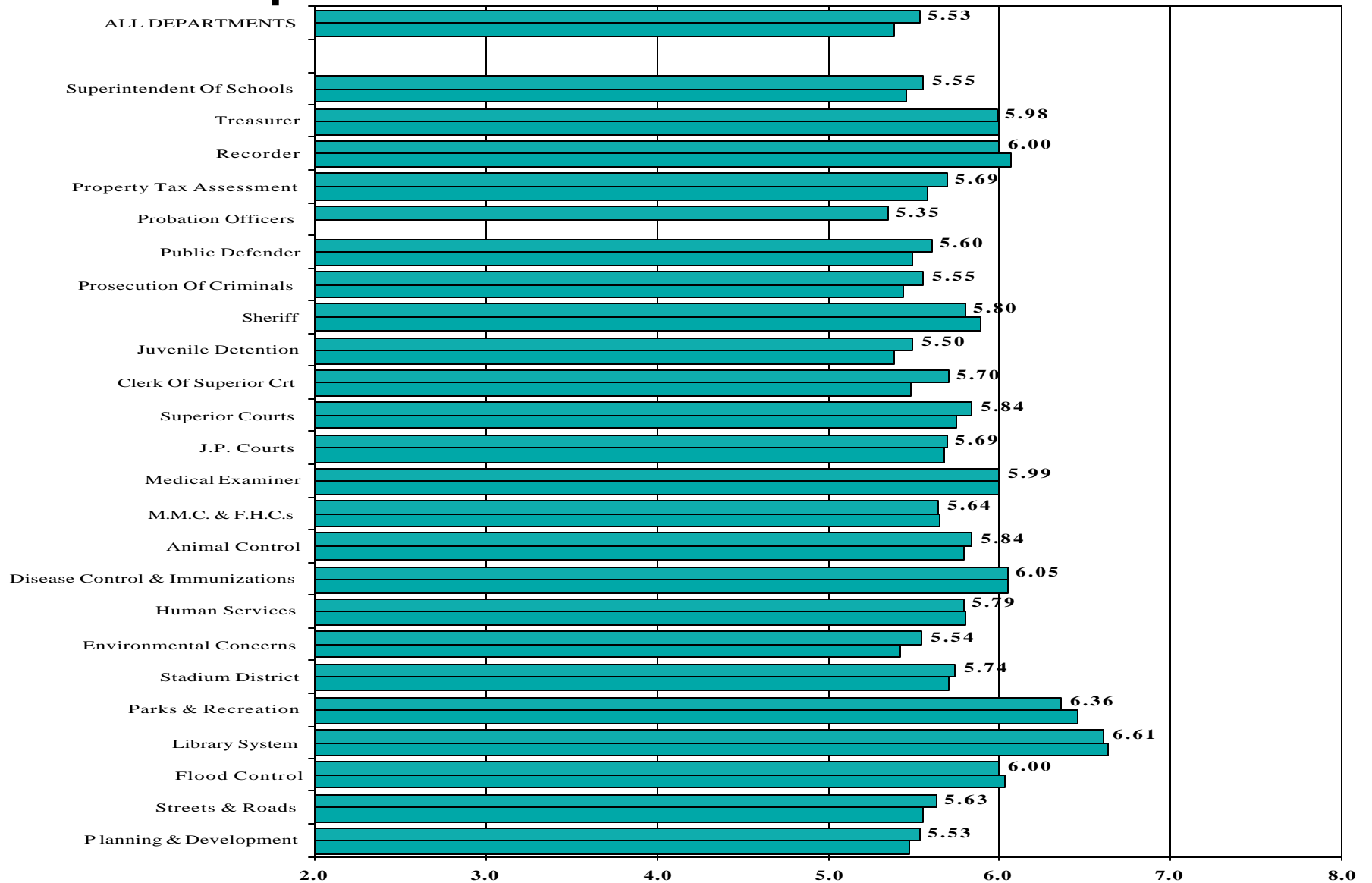
Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative



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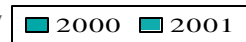
Departmental Mean Satisfaction Scores



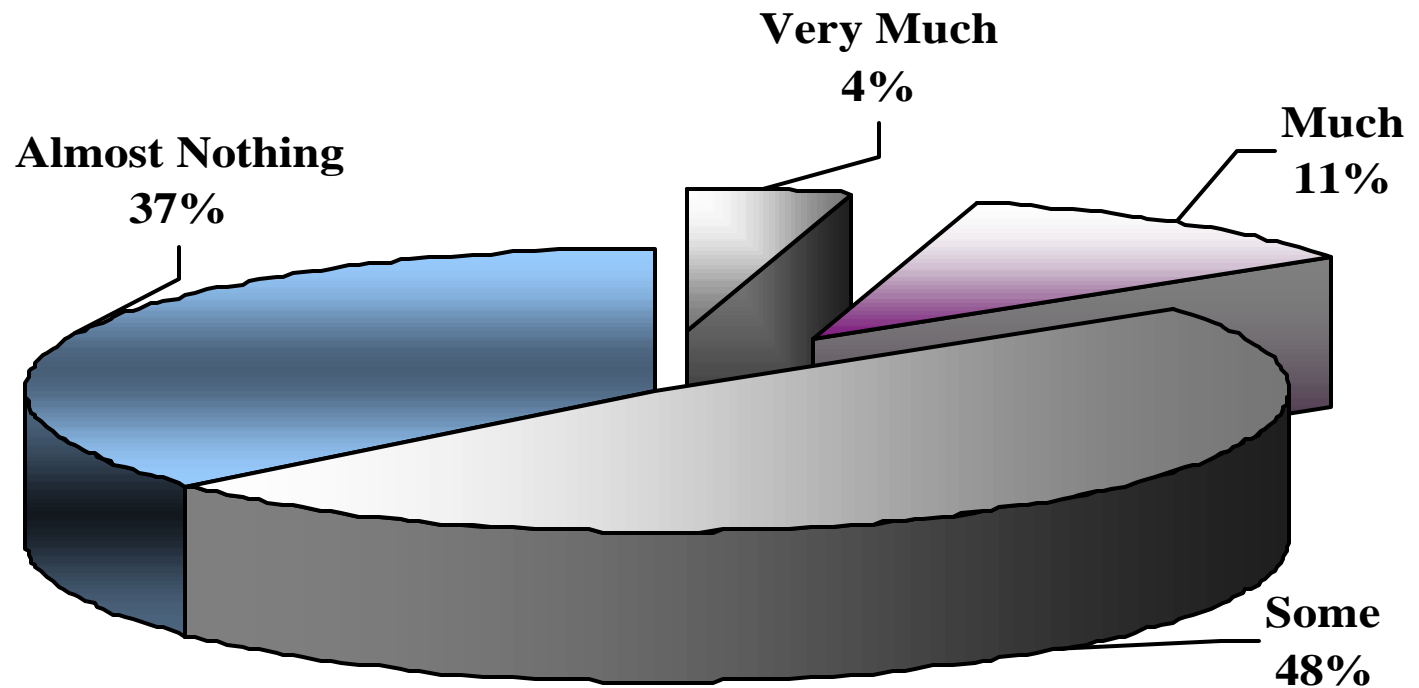
Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative

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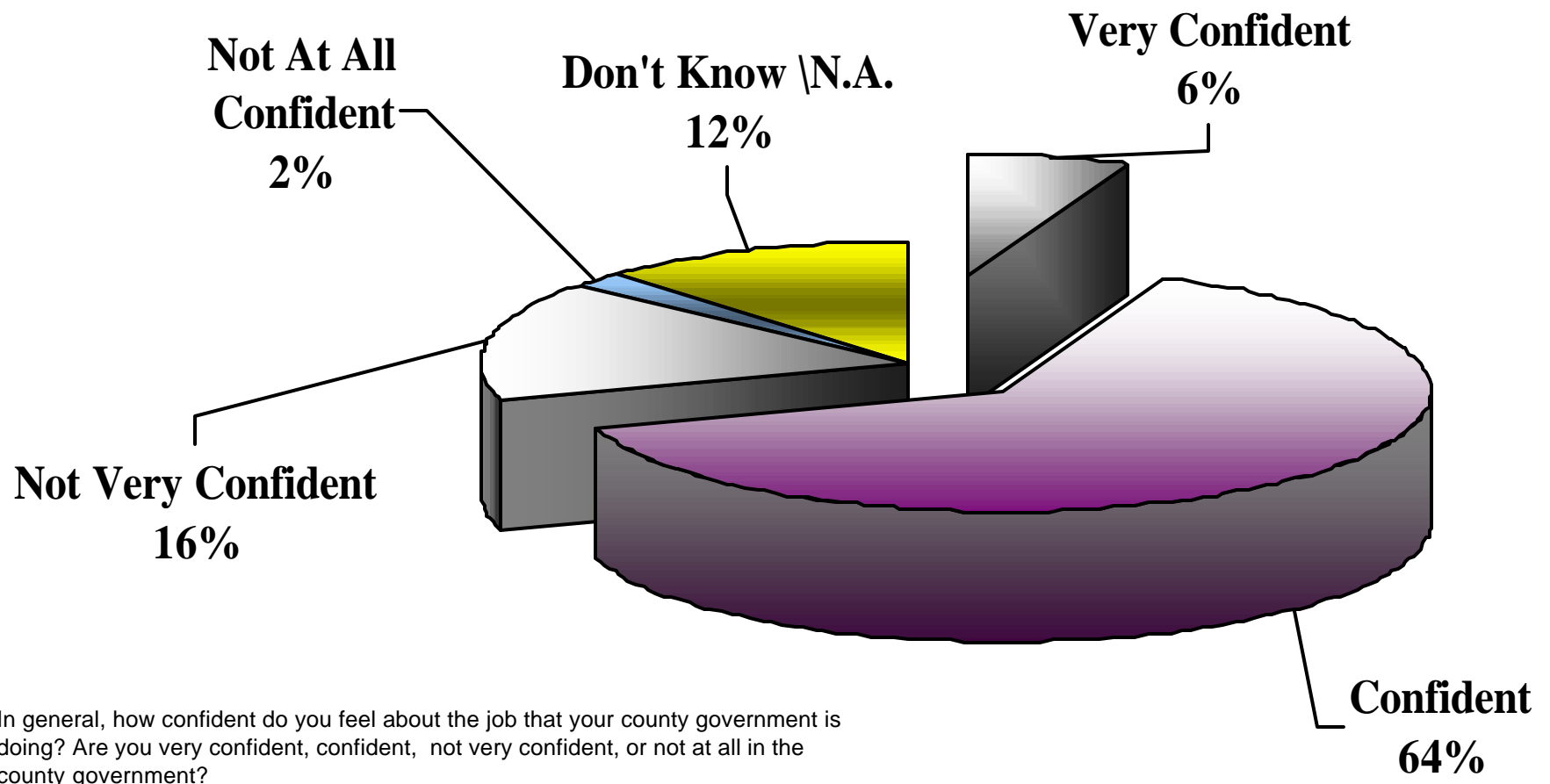


Knowledge of County Structure

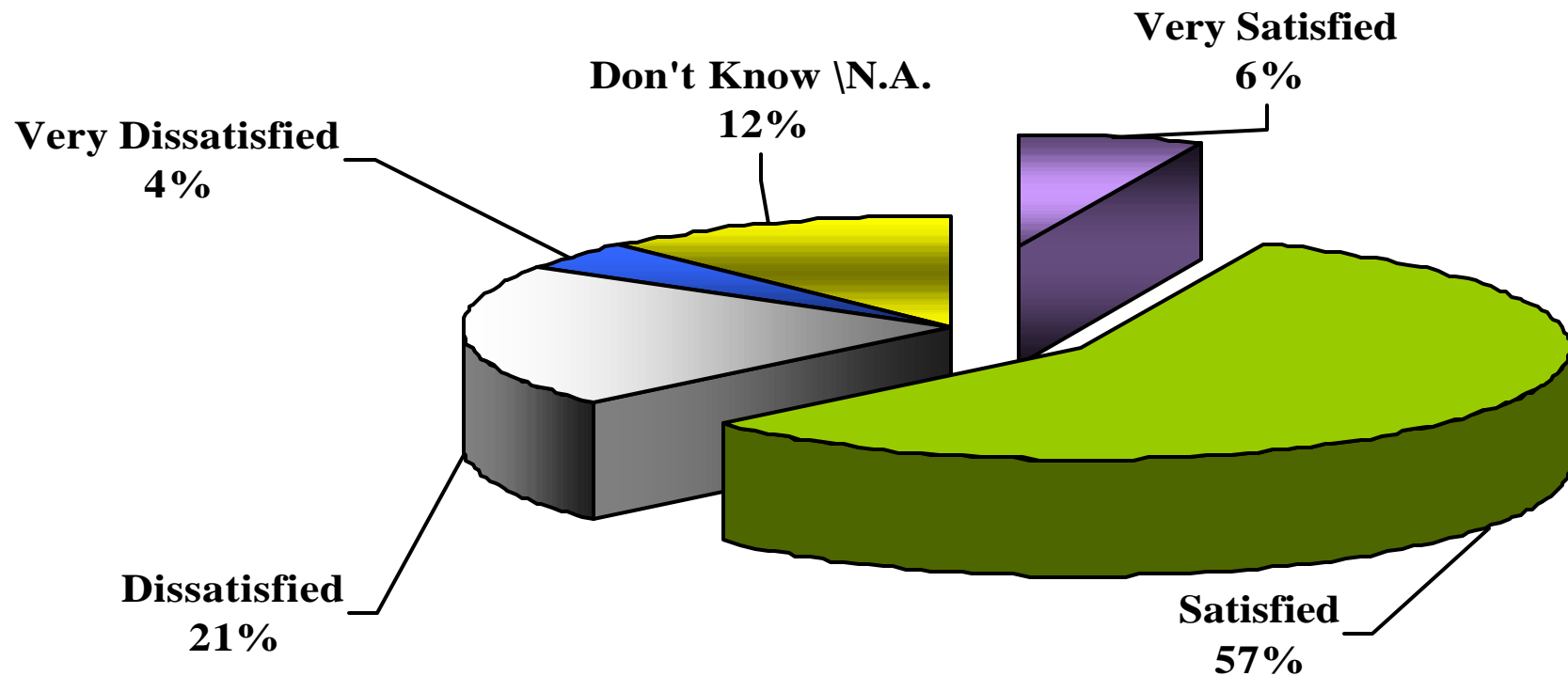


How much would you say you know about the structure and organization of your county government?
Would you say you know very much, much, some, or almost nothing?

Confidence In County Government

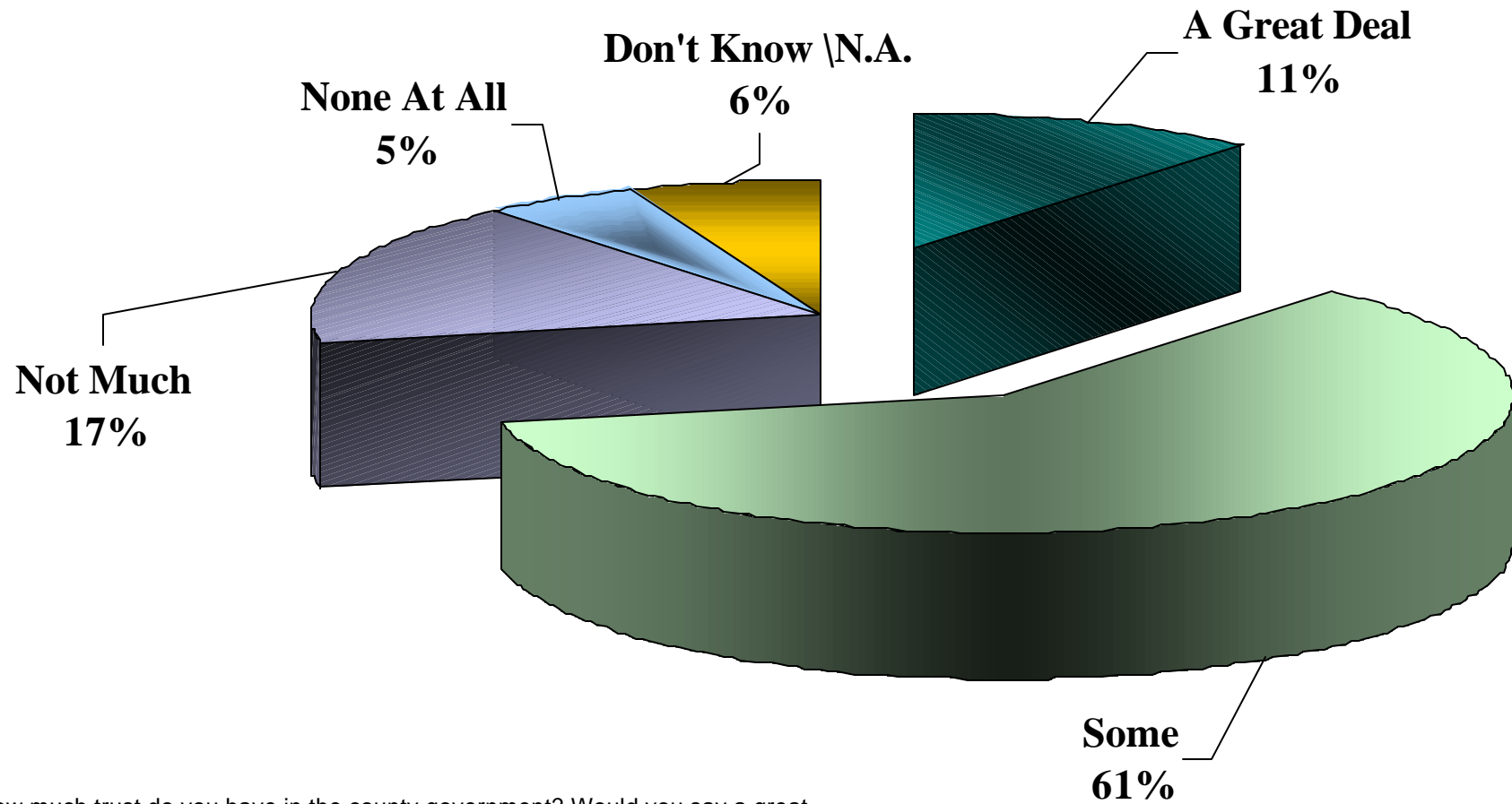


Satisfaction With County Cost Effectiveness



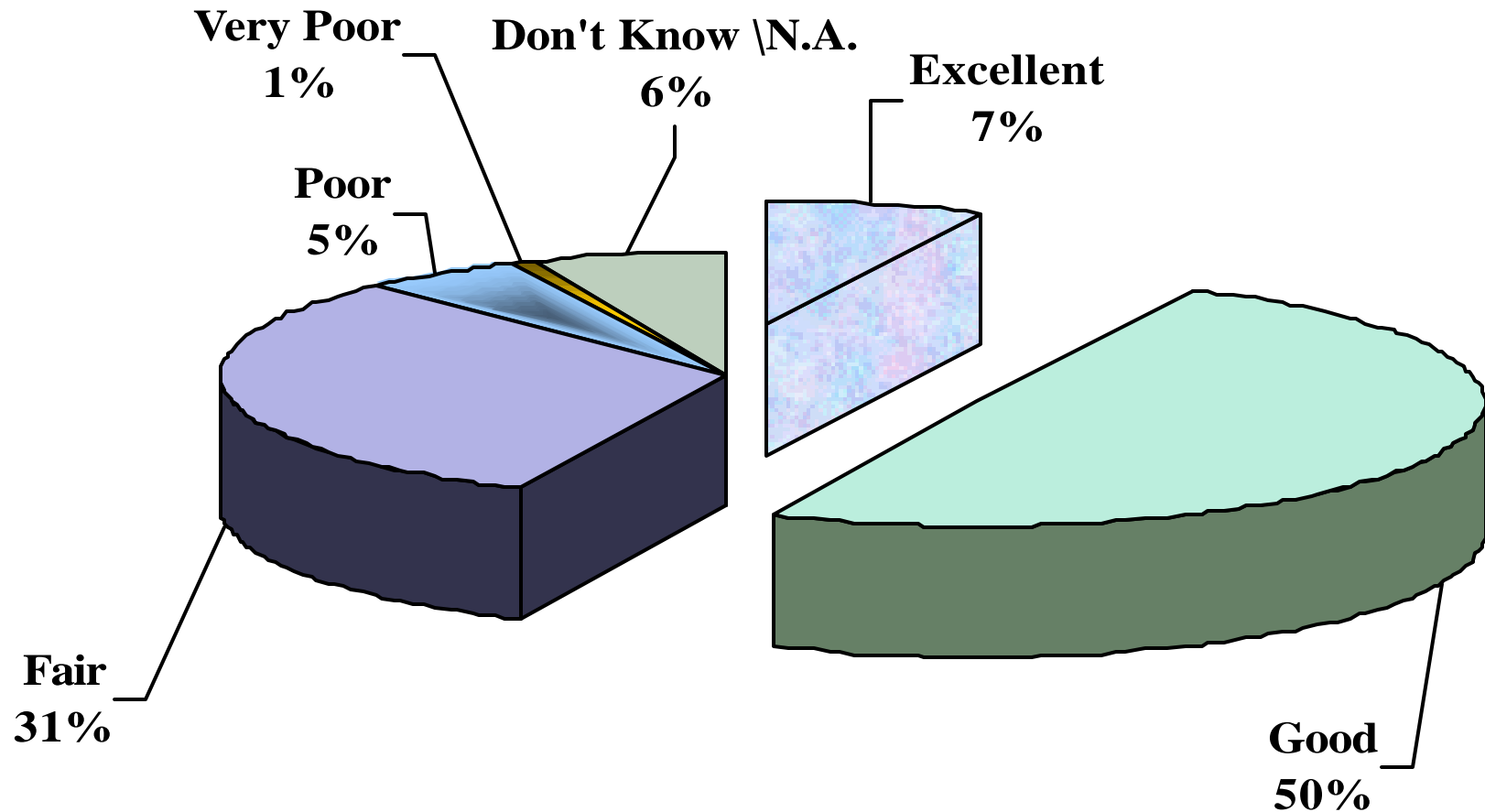
How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

Trust In County Government



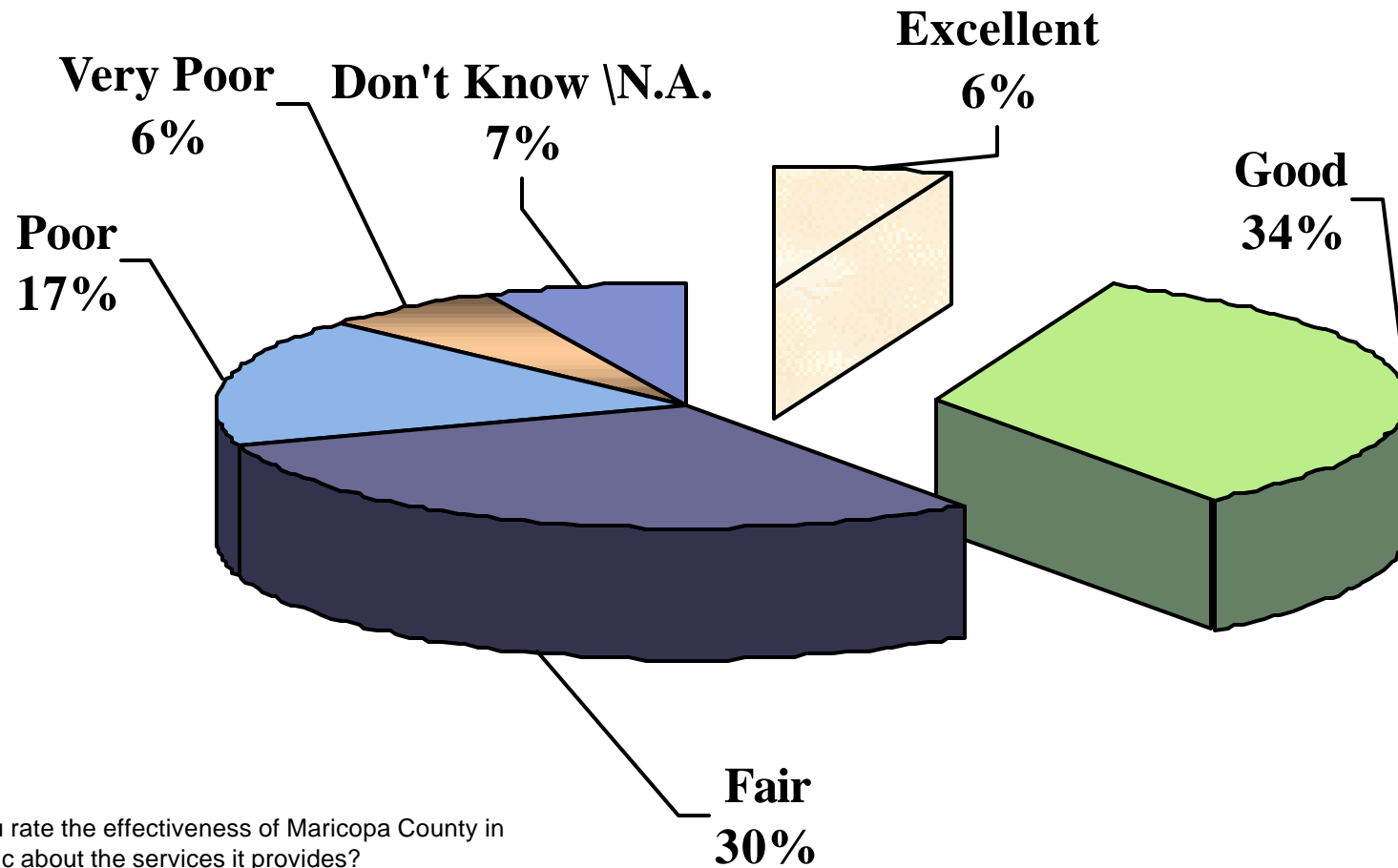
How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

Rating of Maricopa County Government



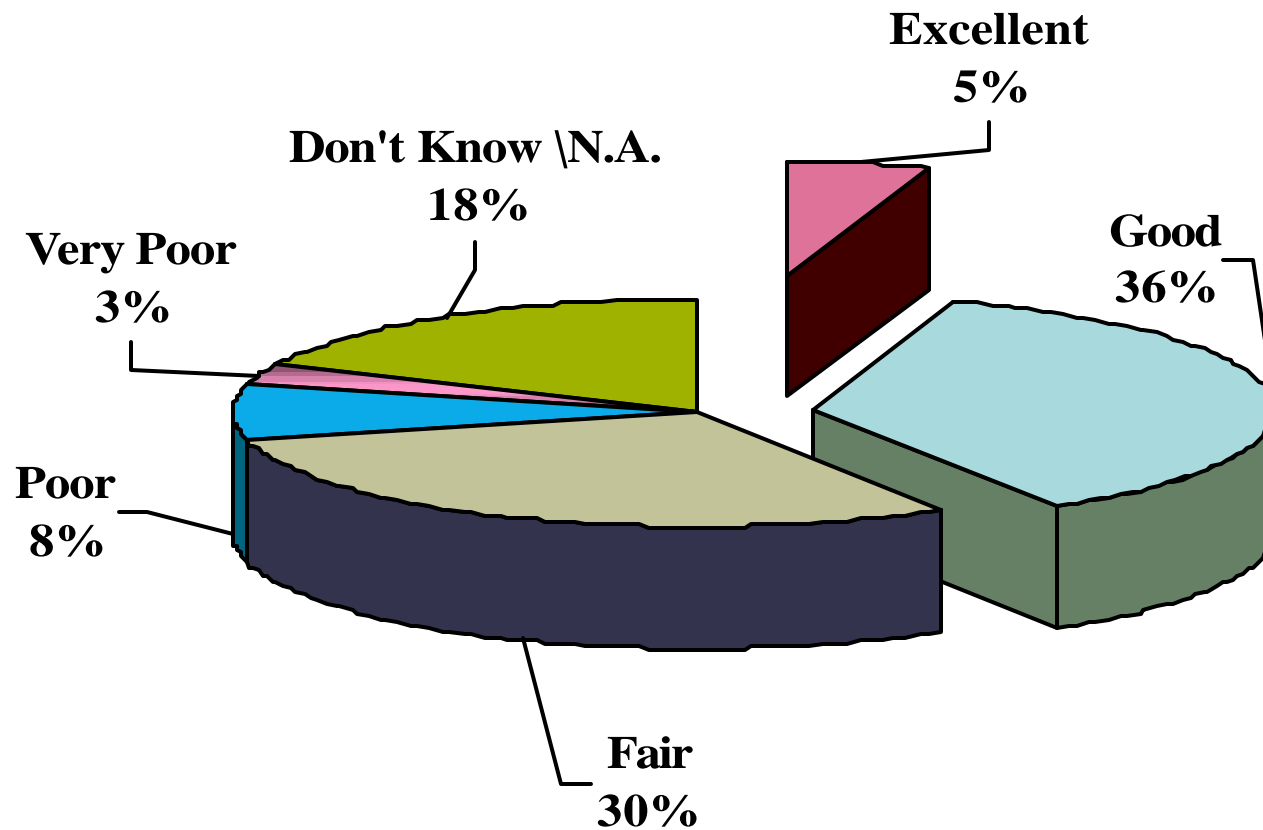
In general, how would you rate the job the Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

Rating of County Effectiveness In Communication



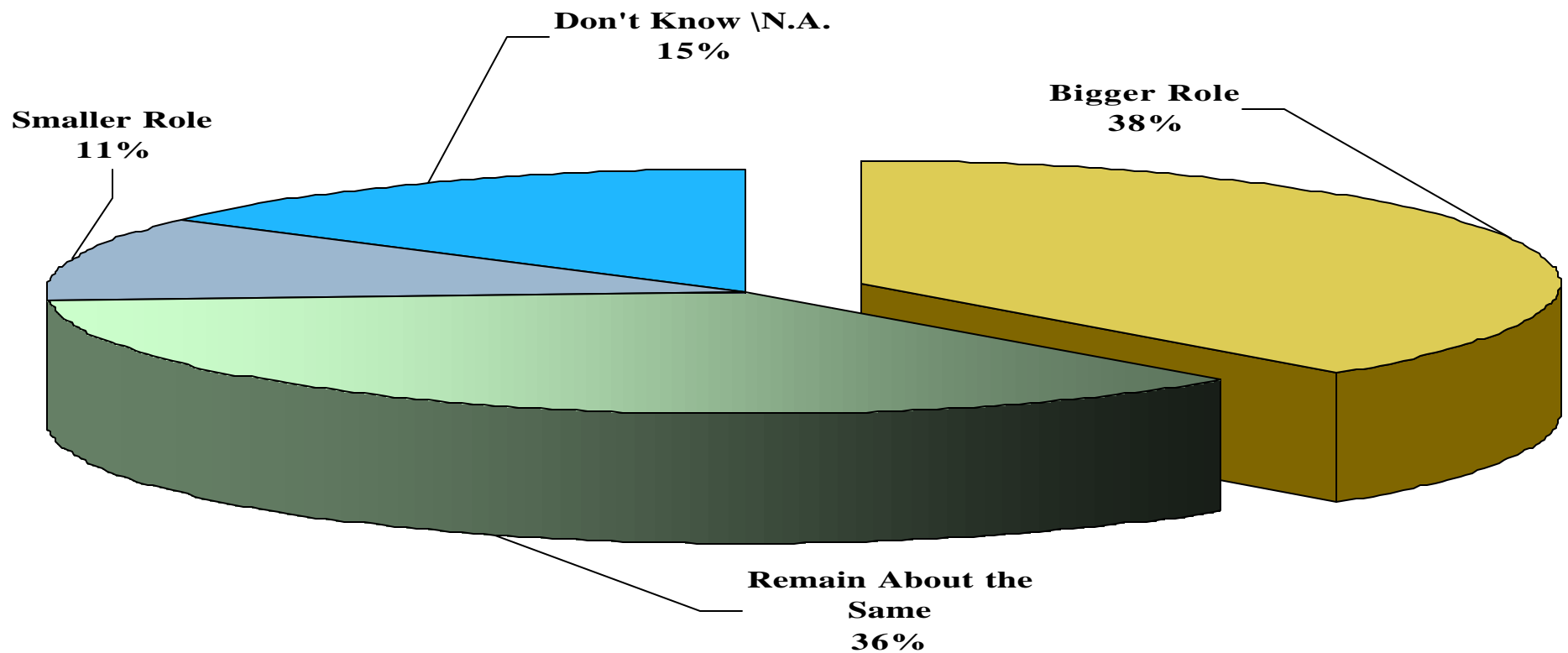
How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

Rating of County Government Responsiveness



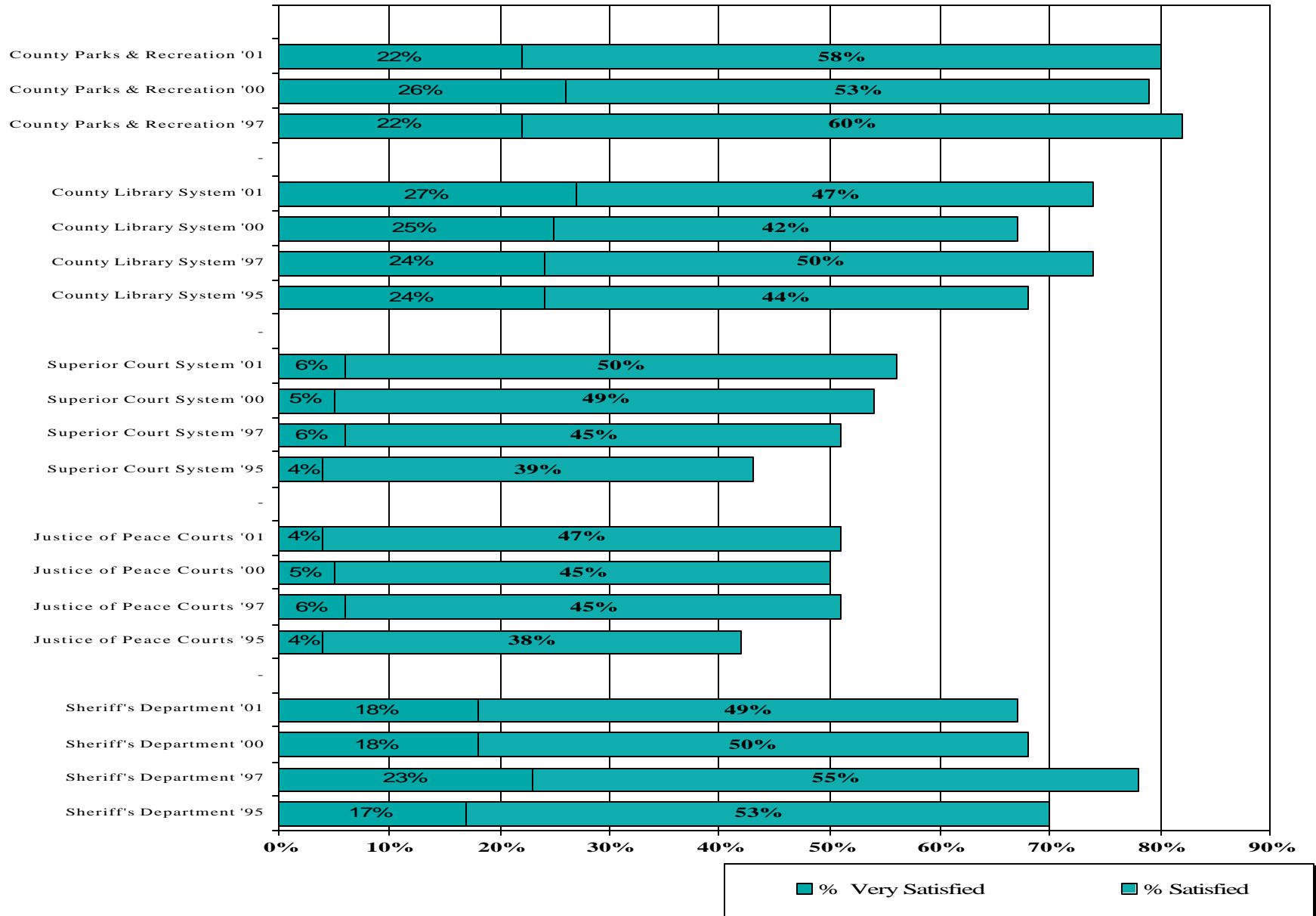
What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

Desired Role Of County In Regional Issues

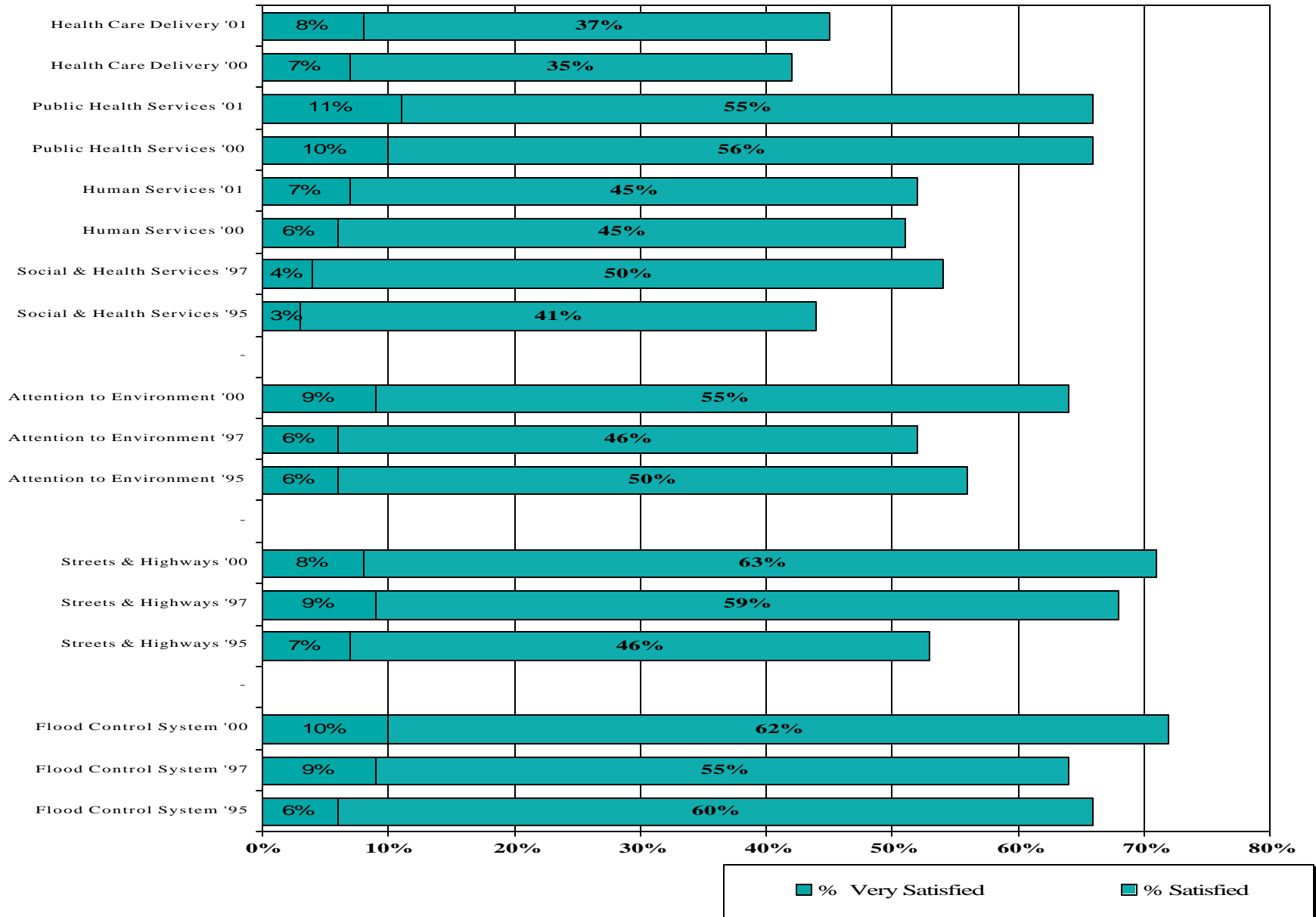


Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues?

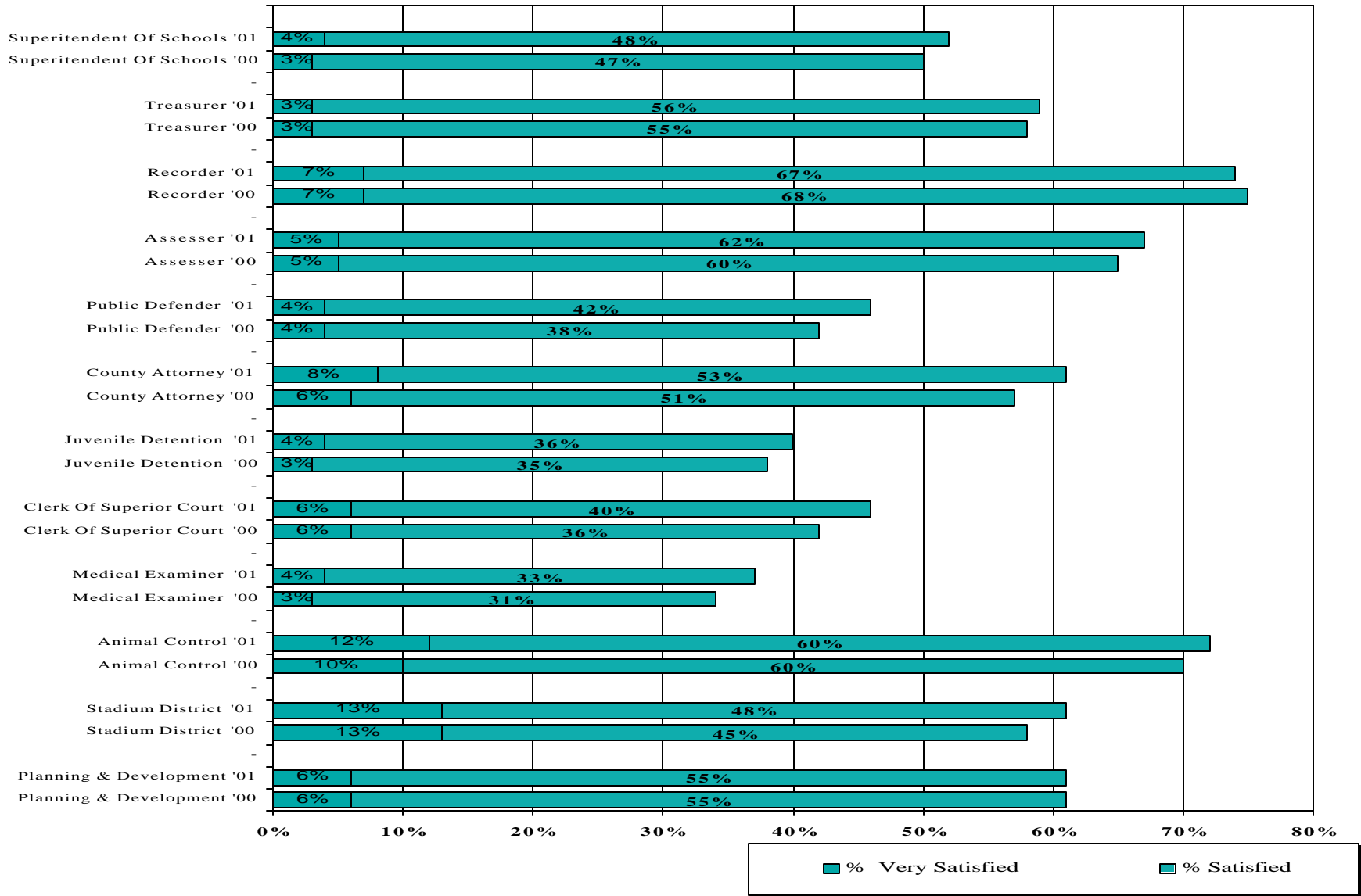
Percent Satisfied With Specific Services



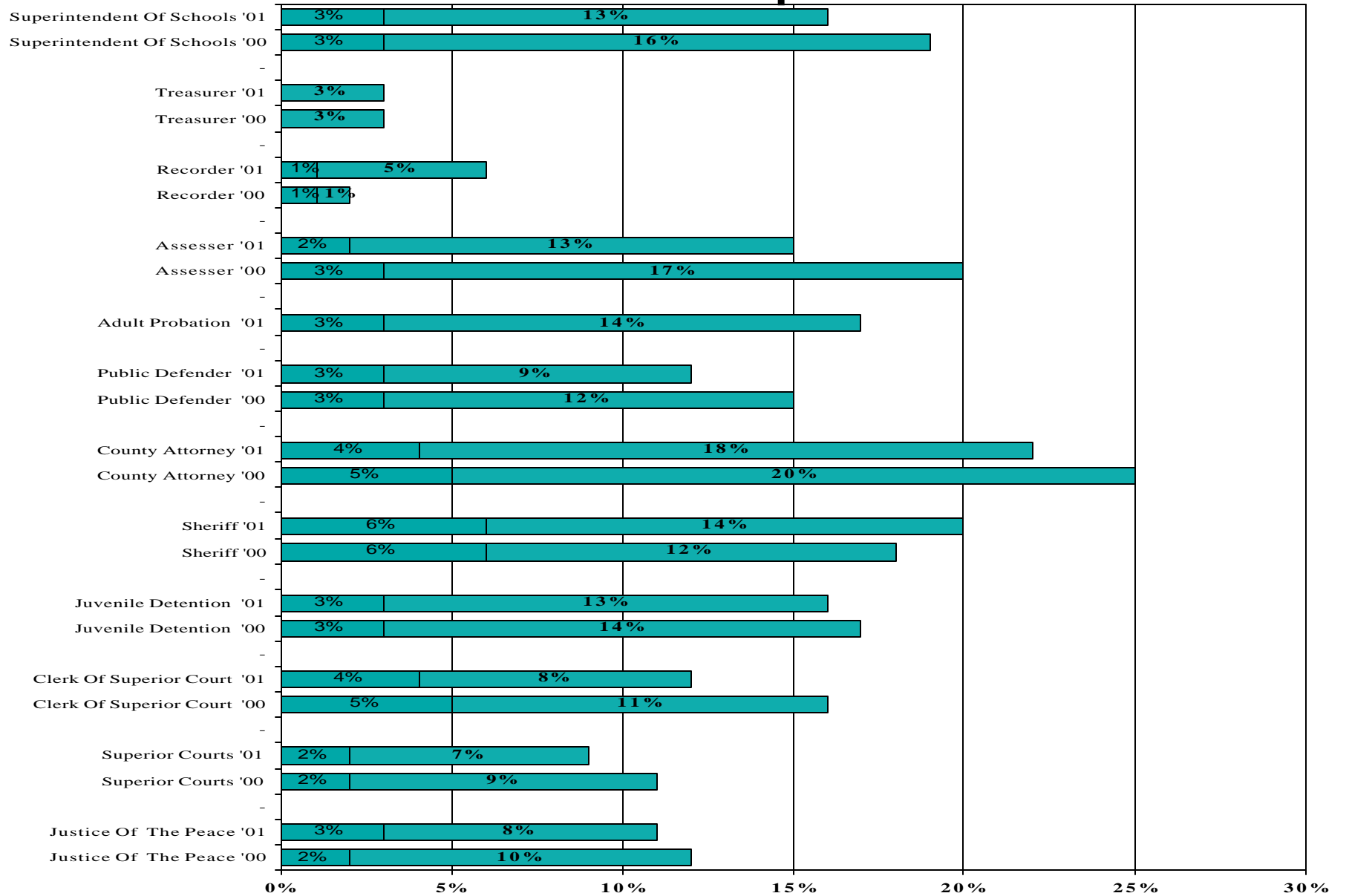
Percent Satisfied With Specific Services



Percent Satisfied With Specific Services



Percent Dissatisfied With Specific Services

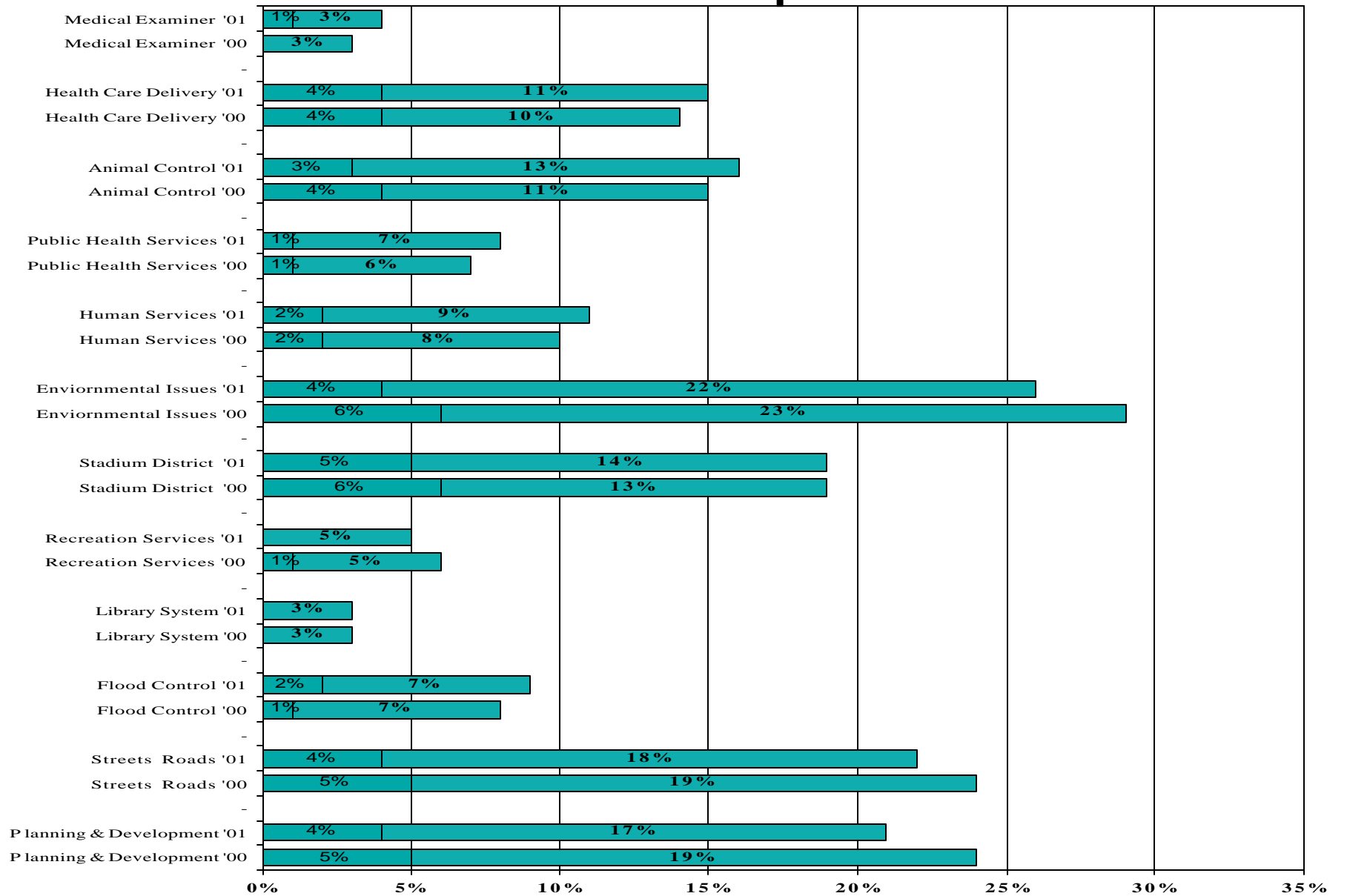


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% Very Dissatisfied

% Dissatisfied

Percent Dissatisfied With Specific Services



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■ % Very Dissatisfied

■ % Dissatisfied

Percent Satisfied With State, County, & Local Government

